

# Organizational Cultural Competence Planning Model



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- Individual and personal assessments occur
- Develop a plan to complete assessments
- Assessment could occur, individually, organizationally, with stakeholders
- Cultural SWOT
- Data collection occurs in this assessment stage
- Could bring in assistance to facilitate the process



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## Planning

- Develop a CLC plan based on the assessment, the agency may do a large assessment every two or three years
- Prioritize the areas the organization wants to work on
- Many areas just pick a few
- Identify areas that are doable for your organization along with areas that will help the agency grow in its competency
- Summarize, date and document the assessment
- Each cycle take a look at your assessment and ask if it is still representative of the agency

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Implement

- Develop strategies to implement your plan
- Identify who will follow up on various areas
- Give dates you plan to achieve identified areas

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- Evaluate progress/achievements
- Review data
- Recording the organizational journey which can be accomplished in many ways
  - annual report
  - time line
  - organizational stories
- Have a yearly retreat, take time out to think about where you have been and where you need to go



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- This stage is where organizations begin or individuals begin to share their interest stories
- Conversations begin, attend outside training and bring back to agency
- It is all developmental and starts somewhere baby steps are huge steps in the developmental cycle
- Training may occur at this stage within a small unit or a division or for the whole agency
- Brown bag events, cultural events
- This stage is developing the culture of the agency to begin the work
- In this stage is where a structure is developed to oversee the work/journey such as a committee, or identified person
- Once an organization begins planning and goes through each stage this stage takes on a new meaning the second time around of who else we need to partner with to enhance our planning. New partnerships and relationships are developed. Based on these new relationships you may need to assess if you need to do anything different your next round of planning
- Celebrate successes
- have a PR plan in increase awareness (which will help in engaging more folks in the journey)
- Let folks know what you are doing, communication plan (communicate in three different ways)

